

GrantSolutions FY2020

AT A GLANCE

A Record Year

GrantSolutions managed more grants and grant awards than ever before, seeing significant increases over FY19, which was the previous record.



\$109.39B
AWARD AMOUNT

▲ 37%



102,727
AWARD ACTIONS

▲ 41%



130,854
ACTIVE USERS

▲ 21%

Delivering Real Results for Partners



Faster Awards:

42% reduction over the past 5 years means money into communities 40 days sooner.



Shift to Higher Value Work:

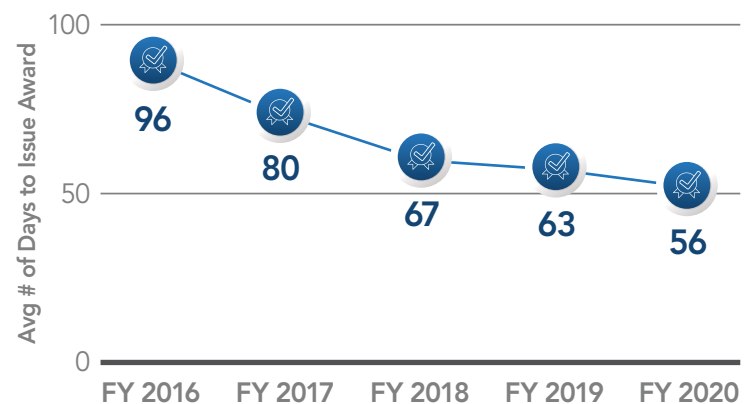
60% reduction in risk assessment time, thanks to AI-powered risk management, allowing more time on higher-value work.



Elimination of Manual Entry:

99% reduction in application approval time (45 days to seconds) using the new *Funding Slate* feature.

Average Number of Days to Issue an Award in the Last Five Years



Incredible Support for COVID Response

The COVID pandemic was at the heart of our work in 2020, as we served as a critical part of our nation's response efforts.



\$23B
IN EMERGENCY
AWARDS



3,000+
AWARDS PREPARED BY
GRANTSOLUTIONS



100%
REMOTE TEAM

Innovation that Improves the Mission

- **Multiple Innovation Awards:** Recognized with the 2019 GCN Government Innovation Award and the 2020 ACT-IAC Transformer Award for deploying advanced technology at scale.
- **The ACF NCC FasTrack Pilot** demonstrated the ability to reduce 22 days from the NCC processing lifecycle.



Fast, Reliable Systems

While system usage was way up due to user growth and activity, the system was **significantly faster** and maintained **superior reliability**.



78%
INCREASE IN SYSTEM
RESPONSIVENESS



99.97%
SYSTEM
AVAILABILITY

Fantastic Customer Service

Despite a **20% increase in users** and a **41% increase in award actions**, customer service was faster and maintained high levels of satisfaction.



24%
INCREASE IN
SUPPORT TICKETS



4.5
AVERAGE CUSTOMER
SATISFACTION SCORE



20%
REDUCTION IN
RESOLUTION TIME

New Capabilities for Partners

- **12 Major System Releases** adding critical features for Partners along with **multiple enhancements to improve performance and the user experience**, including *Closeout*, *PMS-FFR Integration*, *UFMS Processing*, *BI Integration*, and *Grants.gov Integration*.



Efficient Business Operations



109 PARTNER
AGREEMENTS



38 PARTNER
ORGANIZATIONS



1 DAY (ON AVERAGE) TO
DRAFT AGREEMENTS